

eWIC – Change Household ID

Intro

This MOWINS on-demand training module...

Intro1

...is provided by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services. It provides an overview of the EBT Household Change Guided Script.

Audio

This course contains audio. Please turn on your speakers.

Change HHID

With eWIC, each individual in a household has their own benefits issued to them. However, the entire household's benefits are issued to one (1) card and are aggregated for the household.

When changing a participant from one household to another, such as when children are moved into or out of foster care, the food package needs to be divvied up between the old household and the new household.

There are now new functions in the EBT Household Change Guided Script to assist us in making these adjustments.

Create New Household

Scenario

Let's take a look at the Mint family. Pepper is being temporarily moved to foster care. She was issued benefits for May, June and July. Since we have the original household's eWIC card present, our information is up to date and our process will be much easier. If the eWIC card was not present, this would be a different scenario.

PF

First, let's take a look at whether there have been any redemptions using the EBT Transaction History screen.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **View EBT Transaction History**.

Transaction Hx

<no script – failure hint> Click the Start Date drop-down calendar.

<no script – failure hint> Select May 1.

<no script – failure hint> Click the **Redemption Activity** radio button.

<no script> Click the **Search** button.

Transaction Hx1

<no script> View each record starting with the top row.

<no script – failure hint> Click the first row.

<no script – failure hint> Click the **View Details** button.

<no script – failure hint> Click the **Close** button.

Transaction Hx2

<no script – failure hint> Click the second row.

<no script – failure hint> Click the **View Details** button.

<no script – failure hint> Click the **Close** button.

Transaction Hx3

<no script – failure hint> Click the third row.

<no script – failure hint> Click the **View Details** button.

<no script – failure hint> Click the **Close** button.

<no script> Click the **Close** button.

Open Change HHID

The Change Household ID function is in the Participant Activities menu.

<no script> Click the **Participant Activities** menu.

<no script> Select **Change Household ID**.

Change HHID GS

The **EBT Household Change Guided Script** screen has five (5) steps that must be completed in order.

First step, Determine New Household.

<no script> Click the **Determine New Household** link.

Change HHID1

We are going to create a new household for Pepper.

<no script> Click the **Create New Household** button.

Create New HH

We will quickly complete the fields.

<pause for animation>

The **Reason for ID Change** is Pepper is moving into Foster Care. Choose Foster Care from the drop-down options.

<no script> Click the **Reason for ID Change** drop-down.

<no script> Select **Foster Care**.

<no script> Click OK or press the Enter key on the keyboard.

Change HHID2

The **View ID Change History...**

<no script> Click the **View ID Change History** button.

...displays the new household's information.

<no script> Click the **Close** button or press the Enter key on the keyboard.

<no script> Click the **Close** button.

Change HHID GS1

Once a step has been completed, a checkmark displays.

The second step is to **Remove Current Benefits**.

<no script> Click the **Remove Current Benefits** link.

Void/Replace

The **Void/Replace Benefits for EBT Account** screen allows us to transfer foods from the original household's eWIC card to the new household's eWIC card. Since we have the original household's eWIC card present, our information is up to date.

Void/Replace1

The grid at the top is simply a view-only list of the household members, along with the card number and Primary Cardholder information.

The Benefits for Current Month grid is a view only list of the household's aggregated food items.

The grid includes the food item type, the amount issued to the household, and the amount left on the card after purchases or redemptions.

The only item that will ever display as returned is formula. The last column is simply the unit of measure.

Void/Replace2

The Benefits to Remove for Current Month grid is a list of the food items and quantities that the system is suggesting we transfer from the original eWIC card to Pepper's new eWIC card.

Void/Replace3

If we remember from looking at the transaction details for Pepper's account, there were seven (7) cans of formula...

...eight (8) ounces of infant cereal, and 24 ounces of infant fruits and vegetables that were redeemed. Keep in mind, the WIC Processor assigns purchased food items in a relatively random manner.

We should assess the food package being transferred. Odds are the foods purchased will stay with the household that bought them and will not be packed up to go with the child to their new home.

Void/Replace4

If there are participants in the household who are receiving the same food items, our screen would look a little different. To get a better understanding let's take a moment to look at this scenario.

The suggested quantities are based on what should be appropriate for the participants, such as the amount of the cash-value benefits. Children receive nine (9) dollars, which is the suggested quantity.

When redemptions have occurred, the remaining amount of benefits are divided by the number of members who were issued that food item, as we can see with Breakfast Cereal.

When redemptions have occurred and the remaining amount cannot be split, the system suggests the item remain with the household, as we can see with the Legumes.

Void/Replace4A

The Quantity field is editable so we can change the amount by clicking in the cell and typing in a new quantity amount. Unlike many of the other screens in MOWINS, this screen does not have spin arrows.

However, if you try to increase the quantity to a larger amount than the participant's food prescription allows...

...you will receive a message notifying you that, "You are attempting to remove benefits in excess of the maximum allowable benefits (1)." The system will not allow an increase higher than the maximum allowable amount and will default back to the original suggested amount.

Let's get back to changing Pepper to her new household.

Void/Replace5

We do not have to make any changes to the suggested quantities.

However, as shown previously we can edit the quantity in the Benefits to Remove for Current Month grid.

So let's do that.

<no script> Click the Quantity cell in the Infant Cereal row.

<no script> Type 8 then click the cell right below.

There are a couple of things to notice. Although we edited the quantity of infant cereal in the grid on the right, the grid on the left remains unchanged. However, when we run the account balance at the end, we'll see that only the eight (8) ounces of infant cereal transferred out of the original household's eWIC card and onto Pepper's new eWIC card.

Void/Replace6

If we were to select the **Reset** button, the quantities we entered into the Benefits to Remove for Current Month table would be set back to the suggested quantity.

This screen also gives us the option to Reissue a Full Set of Benefits or prorate the package. Once the **Reissue a Full Set of Benefits** checkbox has been selected, the **Package Size** section is enabled and we are free to prorate.

Before we continue, we need to emphasize that the **Send EBT Data** button must be clicked in each of the **EBT Household Change Guided Script** screens, even if no changes are made.

<no script> Click the **Send EBT Data** button.

Change HHID GS2

Third step, Remove Cards.

<no script> Click the **Remove Cards** link.

EBT HH Demo

The EBT Household Demographics screen opens. Since we are only changing the household ID for Pepper, we will leave the original household's eWIC card active for the other household members. There is only one thing to do on this screen; go ahead.

<no script – failure hint> Click the **Send EBT Data** button.

<no script – failure hint> Click OK or press the Enter key on the keyboard.

Change HHID GS3

Step four (4). Review New EBT Household Demographics.

<no script> Click the **Review New EBT Household Demographics** link.

EBT HH Demo New

The new **EBT Household Demographics** screen lists Pepper as a household member and auto-populates the authorized representative from step one (1).

Since we created a new household, we now need to set a Primary Cardholder and assign a new eWIC card. Let's do that now.

<no script – failure hint> Click the Authorized Representative row.

EBT HH Demo New1

<no script> Click inside the Date of Birth field.

<no script> Type in 06/23/1980.

<no script – failure hint> Click the **Update** button.

<no script – failure hint> Click the **Set as Primary** button.

<no script – failure hint> Click the **Assign Card** button.

EBT HH Demo New2

<no script – failure hint> Manually type the card #: 1234569100001338

<no script – failure hint> Click OK or press the Enter key on the keyboard.

<wait for transition>

<no script – failure hint> Click the **Send EBT Data** button.

<no script – failure hint> Click OK or press the Enter key on the keyboard.

<no script – failure hint> Click the **Capture Electronic Signature** button or press the Enter key on the keyboard.

<pause for transition>

<no script – failure hint> Click the **Save Signature** button.

Change HHID GS4

Before we go any further, we need to mention that once we exit out of one of the following screens in the **EBT Household Change Guided Script**, the screen is locked

and we cannot go back in to make any changes. Whether we completed the information or not, there is no going back!

Go ahead and click on one of the completed steps.

This message will display every time.

<no script> Click **OK** or press the Enter key on the keyboard.

Okay, last step. **Add Benefits to New Household**.

<no script> Click the **Add Benefits to New Household** link.

Issue

This screen should also look familiar. The Aggregated Issuance for EBT Account is the same screen we see when issuing benefits.

In this screen though, we can only issue the current month's set of benefits. The quantities are those from the Void/Replace Benefits for EBT Account screen, or step number two (2).

We only need to do one (1) thing in this screen, go ahead.

<no script – failure hint> Click the **Send EBT Data** button.

Issue1

<no script – failure hint> Click the **Close** button or press the Enter key on the keyboard.

Msg

This message reads, "Future benefits were voided. Click Issue Benefits from the participant folder to reissue future benefits."

This message means the system automatically removed the future benefits from the original household's eWIC card.

<no script> Click **OK** or press the Enter key on the keyboard.

Change HHID GS4

We are done!

<no script> Click the **Close** button.

PF1

Let's check out Benefits History.

<no script> Click the **Benefits History** tab.

Click Yes.

<no script> Click the **Yes** button or press the Enter key on the keyboard.

Ben Hx

The original benefits for the current and future months have been voided.

Notice that the items listed in the Redemption Activity record for Pepper were not voided, while the other food items for the current month were.

<no script> Click when ready to continue.

Find Existing Households

Scenario

Let's take a look at the Tree family. Olive is temporarily moving in with her aunt, and was previously issued benefits for June and July. Since we have the original household's eWIC card present, our information is up to date and our process will be much easier. If the eWIC card was not present, this would be a different scenario.

For this scenario, the clinic has already reviewed the EBT Transaction History and evaluated Olive's remaining benefits. There has been no redemption activity of Olive's benefits.

Open Change HHID-FEH

<no script – failure hint> Click the **Participant Activities** menu.

<no script – failure hint> Select **Change Household ID**.

Change HHID GS-FEH

Step one (1), determine a new household.

<no script – failure hint> Click the **Determine New Household** link.

Find Existing

We want to move Olive into the Bird family's household.

<no script> Click the **Find Existing Household** button.

Find Existing1

Same options as we saw in the previous scenario.

<no script> Click inside the **Household ID** field.

<no script> Type the Household ID **726818** and click the **OK** button.

Find Existing2

Our Reason for the ID Change is there was a change in custody.

<no script> Click the **Reason for ID Change** drop-down.

<no script> Select **Custody Change**.

<no script> Click OK or press the Enter key on the keyboard.

<no script> Click the **Close** button.

Change HHID GS1-FEH

Next step, Remove Current Benefits.

<no script – failure hint> Click the **Remove Current Benefits** link.

Void/Replace-FEH

The quantities on the left reflect the amounts left after Olive's foods were removed.

Remember in this screen the Reset button simply changes any quantity edits we may have made back to the originally suggested amount.

We can reissue a full set of benefits by selecting the checkbox. When the checkbox is selected, the system bypasses the usual validations assessing whether benefits have already been issued.

We should note that the quantities suggested by the system are still removed from the original household's card.

Let's select this checkbox.

<no script> Click the **Reissue a Full Set of Benefits** checkbox.

Void/Replace-FEH1

This enables the Package Size radio buttons and we can select a prorated food package if we need to.

Let's Send EBT Data and move to the next step.

<no script – failure hint> Click the **Send EBT Data** button.

Change HHID GS2-FEH

Step number three (3).

<no script – failure hint> Click the **Remove Cards** link.

EBT HH Demo-FEH

Since we are not making any changes. What do we need to do?

<no script – failure hint> Click the **Send EBT Data** button.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

Change HHID GS3-FEH

Step four (4), Review New EBT Household Demographics.

<no script – failure hint> Click the **Review New EBT Household Demographics** link.

EBT HH Demo New-FEH

Notice that Olive is now listed in this EBT Household Demographics screen.

Since we are not making any changes, what do we need to do?

EBT HH Demo New-FEH1

<no script – failure hint> Click the **Send EBT Data** button.

<no script – failure hint> Click **OK** or press the Enter key on the keyboard.

Change HHID GS4-FEH

Last step, Add Benefits to the New Household.

<no script – failure hint> Click the **Add Benefits to New Household** link.

Food Rx

The Food Prescription screen displays because...

...we selected the Reissue a Full Set of Benefits checkbox in the Void/Replace Benefits screen. The Food Prescription screen opens so we can assess whether any adjustments need to be made to the food prescription before issuing benefits.

Her food package is fine, so we simply click Close.

<no script> Click the **Close** button.

Issue-FEH

Let's finish the EBT Household Change Guided Script.

<no script – failure hint> Click the **Send EBT Data** button.

<no script – failure hint> Click the **Close** button or press the Enter key on the keyboard.

Msg-FEH

<no script> Click **OK** or press the Enter key on the keyboard.

Change HHID GS4-FEH

<no script – failure hint> Click the **Close** button.

PF1-FEH

Let's review our changes in the **Benefits History** tab.

<no script> Click the **Benefits History** tab.

Ben Hx-FEH

<pause for expansion of nodes>

When you are ready, issue future benefits for Olive and other applicable members in the Bird household. Display the Account Balance on screen, when you are done.

<no script – failure hint> Click the **Issue Benefits** icon.

Issue Ben

<no script – failure hint> Click the **Issue Benefits to Selected Members** button.

<no script – failure hint> Click the **Send EBT Data** button.

<no script – failure hint> Click the **Close** button.

Account Balance

<no script> Print the Account Balance.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Print EBT Account Balance**.

<no script> Click **OK** or press the Enter key on the keyboard.

<no script> Click when ready to continue.

<no script> Click when ready to continue.

Question 1

True or false. The steps in the **EBT Household Change Guided Script** can be completed in whatever order you want to complete them.

Answer 1

False. The steps of the **EBT Household Change Guided Script** must be completed in the order they are displayed.

Question 2

True or false. In the EBT Household Change Guided Script, you must click the **Send EBT Data** button in each screen (if it displays) regardless of whether any changes are made in that screen.

Answer 2

True. The Send EBT Data must be clicked in each screen (if it displays) even if no changes are made to the screen.

Question 3

True or false. In the EBT Household Change Guided Script, you cannot return to a completed step.

Answer 3

True. Each step is locked after it is closed. Corrections or changes will need to be made in the Participant Folder once the EBT Household Change Guided Script is completed.

Question 4

The EBT Household Change Guided Script will do all of the following, except?

Answer 4

The system will not automatically deactivate a card. MOWINS does not know when to deactivate a card and when not to, therefore only the user will be able to deactivate a card. This should only be done when appropriate.

End

Thank you for viewing this on-demand MOWINS training module presented by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services.